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January 24, 2019

ALL-COUNTY INFORMATION NOTICE NO.: I-05-19

TO: ALL-COUNTY WELFARE DIRECTORS
ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS

SUBJECT: DECOMMISSIONING OF THE ADULT PROGRAMS DIVISION CMIPS
PROVIDER ASSISTANCE LINE

REFERENCE: [ALL COUNTY LETTER \(ACL\) NO. 13-53 \(June 26, 2013\)](#)

The purpose of this All-County Information Notice (ACIN) is to inform counties the Adult Programs Division (APD) Case Management, Information and Payrolling System (CMIPS) Provider Assistance Line is no longer available.

BACKGROUND

Counties have always been the first point-of-contact for inquiries from both recipients and providers in the In-Home Supportive Services (IHSS) program. During the conversion to the new CMIPS, the California Department of Social Service (CDSS) implemented the CMIPS Provider Assistance Line to provide temporary assistance to the counties by having CDSS staff take provider calls and answer basic payroll questions. To further assist providers, and reduce county workload, CDSS has increased the scope and size of the Provider Help Desk Line, staffed by the CMIPS vendor, and is now decommissioning the CMIPS Provider Assistance Line.

The types of inquiries the Provider Help Desk Line is responsible for answering include, but are not limited, to:

- Providers' calls pertaining to timesheets, provider warrants, and travel claim form status
- Sick Leave claim forms, mailing and general information regarding sick leave rules

- Direct Deposit enrollment, cancellation status, and related general information
- Provider Live-In Certification (SOC 2298/2299) questions
- Electronic Timesheet general information
- Electronic Services Portal (ESP) general information and technical assistance

COUNTY RESPONSIBILITIES

Per ACL 13-53, County IHSS staff are the first point of contact for providers and recipients. They are responsible for informing and educating IHSS recipients and providers on IHSS program and payroll policy and requirements, and they are responsible for responding to questions that may arise in these areas. As the primary point of contact, counties should be making every effort to answer IHSS provider and recipient questions, including allocating staff to do so.

It has been noted that counties have been inappropriately referring providers and recipients to CDSS and the various help desks administered by the CMIPS vendor, and thus callers are often referred back to their county IHSS offices. Counties should not be transferring or referring IHSS providers and recipients to the Provider Assistance Line or any other help desk staffed by the CMIPS vendor, or to CDSS. If county staff require technical assistance with answering an IHSS program-related question, they should utilize the existing processes to submit the questions to the appropriate area within the APD at CDSS. For CMIPS related questions and issues, counties should be opening tickets with the CMIPS Help Desk, and unresolved tickets should be escalated through the existing process.

The types of IHSS program related inquiries the counties are responsible for answering include but are not limited to:

- Lost timesheets, requests for supplemental timesheets, initial timesheets, and replacement timesheets
- How to fill out a timesheet
- Lost warrants, replacement warrants, stale dated warrants, and stop payment requests
- Change of address requests
- Any amount or entry on the timesheet or remittance advice (Hours, Hours Paid, Hours Remaining, Gross Amount Paid, Net Amount Paid, Tax, Deduction, Travel Timesheet and hours claimed, Sick Leave form and hours claimed, etc.)
- General information and case/provider specific information regarding overtime violations and disputes, including notification to a provider of findings
- Extraordinary Circumstances Exemptions (Exemption 2)
- W-2, W-2 Correction, W-2 Duplicate, W-4, DE-4, FICA information and/or requests
- Verification of employment
- Provider enrollment information, including eligibility status, fingerprint information, and other general questions about the provider enrollment process

- Recipient request for information and inquiries about their case
- Recipient Authentication Number (RAN) requests for recipients to approve timesheets over the telephone

Questions regarding the content of this ACIN may be directed to the Systems Operations and Data Analysis Bureau within the Adult Programs Divisions' CMIPS and System Enhancements Branch at CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA